

## **Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

### **Listing of Claims:**

1           1. (currently amended) A system for collecting,  
2 processing, and presenting survey information comprising:

3           I.     an automated survey communication system for  
4                 connecting to survey participants for  
5                 conducting a survey to obtain survey data, said  
6                 survey communication system capable of  
7                 executing software scripts for implementing  
8                 desired automated survey routines;

9           II.    a customer viewpoint module for providing  
10                 software scripts to said survey communication  
11                 system for surveying survey participants who  
12                 are customers using a drill-down method,, said  
13                 survey data obtained from the customers  
14                 including patient viewpoint data;

15          III.   a personal clinical data analysis module for  
16                 automatically generating analyzed data  
17                 generated by analyzing said survey data,  
18                 wherein said personal clinical data analysis  
19                 module generates reports on said analyzed data  
20                 for use by the survey consumer;

21          IV.    an office team viewpoint module for providing  
22                 software scripts to said survey communication  
23                 system for surveying survey participants who  
24                 are employees using a drill-down method, , said  
25                 survey data obtained from the employees  
26                 including employee viewpoint data; and

27 ~~V. an office fiscal performance viewpoint module~~  
28 ~~for providing software scripts to said survey~~  
29 ~~communication system for surveying survey~~  
30 ~~participants who are managers using a drill-~~  
31 ~~down method, and further for receiving said~~  
32 ~~survey data from said survey communication~~  
33 ~~system, said survey data obtained from the~~  
34 ~~managers including fiscal performance data; and~~  
35 V[[I]]. an office data presentation module for  
36 generating assessed survey information for  
37 presenting to end users in a formatted manner,  
38 said assessed survey information including  
39 information for providing quality assessments  
40 of an organization, wherein  
41 said drill-down method utilizes one or both of  
42 survey data already provided by a current  
43 survey participant and historical survey data  
44 to determine a subsequent survey question to be  
45 asked of the current survey participant, and  
46 further wherein  
47 said system automatically displays survey results  
48 ~~generates analyzed feedback for display~~ to each  
49 survey participant utilizing historical survey  
50 data, said displayed analyzed feedback  
51 formatted in a custom manner based on whether  
52 the current survey participant is a customer,  
53 or is an employee[[,]] or a manager.

1 2. (original) The system according to claim 1  
2 wherein said generating assessed survey information for  
3 presenting to end users in a formatted manner utilizes a  
4 compass viewpoint information presentation paradigm.

1           3. (original) The system according to claim 1  
2 applied to a medical care provider, wherein said customer  
3 is a patient, said system further comprising:

4           a comparative practice data repository for storing  
5                 and retrieving said survey data and for storing  
6                 and retrieving said analyzed data and for  
7                 storing and retrieving said assessed survey  
8                 information;

9           a historical data repository on clinic performance  
10                 for storing fiscal historical performance  
11                 normative data for use by said office data  
12                 presentation module for generating and  
13                 displaying historical fiscal performance  
14                 comparisons for predicting fiscal success; and

15           a clinical and pathophysiologic normative data  
16                 repository for storing clinical and  
17                 pathophysiologic normative data obtained from  
18                 various sources, said clinical and  
19                 pathophysiologic normative data relating  
20                 patient parameters including age, gender, and  
21                 medical conditions.

1           4. (original) The system according to claim 3  
2 wherein said customer viewpoint data includes:

- 3           A.     customer satisfaction data;  
4           B.     office process viewpoint data;  
5           C.     provider care and concern data; and  
6           D.     verbatim viewpoint comments;

7 and further wherein said employee viewpoint data  
8 includes:

9 A. job performance data including:

10 i. ability to keep pace data;

11 ii. opportunities to improve data;

12 iii. job security data; and

13 iv. performance expectations data;

14 B. team function data including:

15 i. team communication data;

16 ii. team operation data;

17 iii. stress environment data;

18 iv. change implementation data; and

19 v. overall viewpoint data;

20 C. verbatim comments; and

21 D. employee function data;

22 and still further wherein said fiscal performance  
23 data includes:

24 A. staffing data;

25 B. compliance data;

26 C. encounter frequency data;

27 D. production data;

28 E. collections data

29 F. receipts data;

30 G. accounts receivable data;

31 H. cost data; and

32 I. overhead data;

1        5. (original) The system according to claim 4  
2 wherein said analyzed data includes:

3        A. comparative patient level data for storing in  
4        said clinical and pathophysiological normative  
5        data repository, said comparative patient level  
6        data including:

- 7            i. patient age data;
- 8            ii. patient gender data;
- 9            iii. patient functional health status data
- 10           iv. patient health screening data
- 11           v. patient family medical history data;
- 12           vi. patient medication data;
- 13           vii. patient pathophysiology data;
- 14           viii. patient health habits data;
- 15           ix. patient counseling data;
- 16           x. patient satisfaction data;
- 17           xi. patient health care access data; and
- 18           xii. patient payment capability data;

19        B. comparative data for stored in said comparative  
20        practice data repository; and

21        C. analyzed data stored in said comparative  
22        practice data repository.

1        6. (original) The system according to claim 5  
2 wherein said assessed survey information includes:

3        A. patient viewpoint results including:

- 4            i. office process viewpoints;
- 5            ii. provider care and concern viewpoints;
- 6            iii. overall visit viewpoints; and
- 7            iv. verbatim comments on processes;

8 B. functional health status results; and

9 C. fiscal performance viewpoint results.

1 7. (original) The system according to claim 1  
2 applied to a medical care provider wherein said customer  
3 is a patient and further wherein said analyzed data  
4 includes:

5 A. comparative patient level data for storing in  
6 said clinical and pathophysiological normative  
7 data repository, said comparative patient level  
8 data including:

- 9 i. patient age data;  
10 ii. patient gender data;  
11 iii. patient functional health status data  
12 iv. patient health screening data  
13 v. patient family medical history data;  
14 vi. patient medication data;  
15 vii. patient pathophysiology data;  
16 viii. patient health habits data;  
17 ix. patient counseling data;  
18 x. patient satisfaction data;  
19 xi. patient health care access data; and  
20 xii. patient payment capability data;

21 B. comparative data for stored in said comparative  
22 practice data repository; and

23 C. analyzed data stored in said comparative  
24 practice data repository.

1 8. (original) The system according to claim 7  
2 wherein said assessed survey information includes:

3 A. patient viewpoint results including:

- 4                   i.    office process viewpoints;
- 5                   ii. provider care and concern viewpoints;
- 6                   iii. overall visit viewpoints; and
- 7                   iv. verbatim comments on processes;
- 8       B.   functional health status results; and
- 9       C.   fiscal performance viewpoint results.

1       9. (original) The system according to claim 3  
2 applied to a medical care provider, wherein said customer  
3 is a patient and further wherein said assessed survey  
4 information includes:

- 5       A.   patient viewpoint results including:
  - 6                   i.    office process viewpoints;
  - 7                   ii. provider care and concern viewpoints;
  - 8                   iii. overall visit viewpoints; and
  - 9                   iv. verbatim comments on processes;
- 10      B.   functional health status results; and
- 11      C.   fiscal performance viewpoint results.

1       10. (original) The system according to claim 1  
2 applied to a medical care provider wherein said customer  
3 is a patient and further wherein said analyzed data  
4 includes:

- 5       patient family and social histories;
- 6       reviews of health habits;
- 7       health concerns;
- 8       medication reviews;
- 9       health screening information; and

10           recommendations based on nationally accepted  
11           guidelines, age, gender, and condition specific  
12           care.

1           11. (original) The system according to claim 10  
2           wherein said generating assessed survey information for  
3           presenting to end users in a formatted manner utilizes a  
4           compass viewpoint information presentation paradigm.

1           12. (original) A system for collecting, processing,  
2           and presenting survey information for a medical care  
3           provider comprising:

4           I.    a survey communication system for connecting to  
5           a survey participant and obtaining participant  
6           survey data, said survey communication system  
7           comprising:

8           A.    a connection device connected to a  
9           communication network for connecting said  
10           communication network to a survey  
11           participant; and

12           B.    an automated surveying system connected to  
13           said connection device, wherein said  
14           automated surveying system executes survey  
15           scripts for collecting survey data from  
16           the survey participant, said automated  
17           surveying system including an automated  
18           interactive voice recognition unit for  
19           accepting oral responses from the survey  
20           participant, said automated interactive  
21           voice recognition unit including a voice  
22           recognition module to interpret said oral



23 responses and generate said participant  
24 survey data therefrom;

25 said automation surveying system further  
26 including a means for recording verbatim  
27 comments;

28 II. a patient viewpoint module for providing  
29 software scripts to said survey communication  
30 system for surveying survey participants who  
31 are patients and further for receiving said  
32 survey data including patient survey data  
33 obtained from the patient, from said survey  
34 communication system, said patient viewpoint  
35 module containing physician office survey  
36 programs comprising:

37 A. a patient viewpoint program for providing  
38 patient viewpoint survey scripts to said  
39 external surveying system for obtaining  
40 participant viewpoint data from the  
41 patient;

42 B. a functional health status program for  
43 providing functional health status survey  
44 scripts to said external surveying system  
45 for obtaining functional health status  
46 data from the patient;

47 C. a panel membership program for providing a  
48 panel membership survey script to said  
49 external surveying system for inviting the  
50 patient to join a panel;

51 D. a verbatim comments program for providing  
52 verbatim comments survey scripts for

53                   obtaining said verbatim comments from the  
54                   patient;

55           E.     a data storage program for checking an  
56                   integrity of said participant survey data,  
57                   and for storing participant survey data  
58                   that passes an integrity check into a  
59                   comparative practice data repository; said  
60                   patient survey data including:

61                   i.     said participant viewpoint data  
62                   including:

63                             participant satisfaction data;  
64                             office process viewpoint data;  
65                             provider care and concern data;  
66                   and  
67                             verbatim viewpoint comments;

68                   ii.    said functional health status data;  
69                   and  
70                   iii.   said verbatim comments;

71           and

72           F.     a data reporting program for providing a  
73                   report to the patient;

74           III.   a personal clinical data analysis module for  
75                   generating analyzed data for storage in said  
76                   comparative practice data repository, said  
77                   analyzed data generated by analyzing said  
78                   participant survey data, comparative patient  
79                   level data obtained from a clinical and  
80                   pathophysiological normative data repository,  
81                   and primary data obtained from said comparative  
82                   practice data repository, wherein said  
83                   generated analyzed data includes:

84           A.    comparative patient level data for storing  
85                in said clinical and pathophysiological  
86                normative data repository, said  
87                comparative patient level data including:

- 88                i.    patient age data;
- 89                ii.   patient gender data;
- 90                iii.   patient functional health status data
- 91                iv.   patient health screening data
- 92                v.    patient family medical history data;
- 93                vi.    patient medication data;
- 94                vii.   patient pathophysiology data;
- 95                viii.   patient health habits data;
- 96                ix.    patient counseling data;
- 97                x.     patient satisfaction data;
- 98                xi.    patient health care access data;
- 99                xii.   patient payment capability data; and
- 100               xiii.   recommendations based on one or more  
101                      of: nationally accepted guidelines,  
102                      age, gender, or condition specific  
103                      care

104           B.    comparative data for stored in said  
105                comparative practice data repository; and

106           C.    analyzed data stored in said comparative  
107                practice data repository;

108        wherein said personal clinical data analysis module  
109           generates said analyzed data after an  
110           expiration of a period of time since said  
111           survey information was last generated, and  
112           further wherein

113       said personal clinical data analysis module  
114               generates reports on said analyzed data for use  
115               by the survey consumer;

116       IV.   an office team viewpoint module for providing  
117               software scripts to said survey communication  
118               system for surveying survey participants who  
119               are employees, for validating said employee  
120               before providing data access, and further for  
121               receiving said survey data including employee  
122               survey data obtained from the employee, said  
123               employee survey data including:

124           A.   job performance data including:

125                   i.   ability to keep pace data;  
126                   ii.  opportunities to improve data;  
127                   iii. job security data; and  
128                   iv.  performance expectations data;

129           B.   team function data including:

130                   i.   team communication data;  
131                   ii.  team operation data;  
132                   iii. stress environment data;  
133                   iv.  change implementation data; and  
134                   v.   overall viewpoint data;

135           C.   verbatim comments; and

136           D.   employee function data;

137       wherein said employee survey data is stored in said  
138       comparative practice data repository;

139       V.   an office fiscal performance viewpoint module  
140               for providing software scripts to said survey  
141               communication system for surveying survey  
142               participants who are managers, for validating

143           said manager before providing data access, and  
144           further for receiving said survey data  
145           including fiscal performance data obtained from  
146           the manager, said fiscal performance data  
147           including:

148           staffing data;  
149           compliance data;  
150           encounter frequency data;  
151           production data;  
152           collections data  
153           receipts data;  
154           accounts receivable data;  
155           cost data; and  
156           overhead data;

157       wherein said office fiscal performance viewpoint  
158           module stores said fiscal performance data in  
159           said comparative practice data repository; and  
160           further wherein said office fiscal performance  
161           viewpoint module archives historical fiscal  
162           performance data in said historical data  
163           repository on clinic performance;

164       and

165       VI.   a physician office data presentation module for  
166           generating assessed survey information  
167           including:

168           A.   patient viewpoint assessments generated  
169                using said patient viewpoint data and said  
170                analyzed data obtained from said  
171                comparative practice data repository;

172           B.   office team viewpoint assessments  
173                generated using said employee survey data

174                   obtained from said comparative practice  
175                   data repository;  
176           C.    office fiscal performance viewpoint  
177                   assessments generated using said fiscal  
178                   data obtained from said comparative  
179                   practice data repository and said  
180                   historical data repository on clinic  
181                   performance; and  
182           D.    personal clinical compass viewpoint  
183                   assessments;  
184       said physician office data presentation module  
185           further for formatting said assessed survey  
186           information for display to the survey consumer,  
187           said formatted assessed survey information  
188           including:  
189       A.    patient viewpoint results including:  
190                   i.    office process viewpoints;  
191                   ii.   provider care and concern viewpoints;  
192                   iii.  overall visit viewpoints; and  
193                   iv.   verbatim comments on processes;  
194       B.    functional health status results;  
195       C.    fiscal performance viewpoint results  
196                   including:  
197       D.    verbatim comments organized by category;  
198       E.    survey information sorted according to survey  
199           consumer entered criteria, said sorting  
200           criteria including Boolean sorting.

1           13. (original) The system according to claim 12  
2       wherein said physician office data presentation module

3 formats said assessed survey information utilizing a  
4 compass viewpoint information presentation paradigm.

1 14. (currently amended) A method for collecting,  
2 processing, and presenting survey information comprising  
3 the steps of:

- 4 I. connecting to a survey participant over an  
5 external communication system;
- 6 II. conducting a plurality of automated surveys  
7 with survey participants for obtaining survey  
8 data, said conducting a plurality of automated  
9 surveys including the steps of:
  - 10 A. conducting a survey with a participant who  
11 is a customer to obtain survey data  
12 including customer viewpoint data;
  - 13 B. conducting a survey with a participant who  
14 is an employee to obtain survey data  
15 including employee viewpoint data; and
  - 16 C. conducting a survey with a participant who  
17 is a manager to obtain survey data  
18 including fiscal performance data;
- 19 III. generating analyzed data from said survey data,  
20 wherein said analyzed data utilizes the compass  
21 viewpoint information presentation paradigm;
- 22 IV. generating reports utilizing said survey data  
23 and said analyzed data, said reports for use by  
24 a survey consumer;
- 25 V. generating assessed survey information from  
26 said survey data and said analyzed data;

27 VI. formatting said assessed survey information for  
28 display to a survey consumer; and  
29 VII. generating, formatting, and displaying survey  
30 results~~feedback~~, utilizing historical survey  
31 data, to each survey participant during each of  
32 said surveys, said survey results ~~feedback~~  
33 formatted and displayed in a customized manner  
34 based on whether the current survey participant  
35 is a customer, or an employee[[,]] or a  
36 manager.

1 15. (original) The method according to claim 14  
2 wherein said formatting said assessed survey information  
3 is done according to a compass viewpoint information  
4 presentation paradigm.

1 16. (original) The method according to claim 14  
2 wherein said customer viewpoint data includes:

- 3 A. customer satisfaction data;
- 4 B. office process viewpoint data;
- 5 C. provider care and concern data; and
- 6 D. verbatim viewpoint comments;

7 and further wherein said employee viewpoint data  
8 includes:

- 9 A. job performance data including:
  - 10 i. ability to keep pace data;
  - 11 ii. opportunities to improve data;
  - 12 iii. job security data; and
  - 13 iv. performance expectations data;
- 14 B. team function data including:



15                   i.    team communication data;  
16                   ii.   team operation data;  
17                   iii.   stress environment data;  
18                   iv.   change implementation data; and  
19                   v.    overall viewpoint data;  
20           C.    verbatim comments; and  
21           D.    employee function data;  
22   and still further wherein said fiscal performance data  
23   includes:  
24           A.    staffing data;  
25           B.    compliance data;  
26           C.    encounter frequency data;  
27           D.    production data;  
28           E.    collections data  
29           F.    receipts data;  
30           G.    accounts receivable data;  
31           H.    cost data; and  
32           I.    overhead data.

1           17. (original) The method according to claim 16 as  
2   applied to a medical care facility wherein said customer  
3   is a patient and further wherein said analyzed data  
4   includes:

5           A.    comparative patient level data including:  
6                   i.    patient age data;  
7                   ii.   patient gender data;  
8                   iii.   patient functional health status data  
9                   iv.   patient health screening data

10 v. patient family medical history data;  
11 vi. patient medication data;  
12 vii. patient pathophysiology data;  
13 viii. patient health habits data;  
14 ix. patient counseling data;  
15 x. patient satisfaction data;  
16 xi. patient health care access data; and  
17 xii. patient payment capability data;

1 18. (original) The method according to claim 17  
2 wherein said assessed survey information includes:

3 A. patient viewpoint results including:

4 i. office process viewpoints;  
5 ii. provider care and concern viewpoints;  
6 iii. overall visit viewpoints; and  
7 iv. verbatim comments on processes;

8 B. functional health status results; and

9 C. fiscal performance viewpoint results.

1 19. (original) The method according to claim 18  
2 wherein said formatting said assessed survey information  
3 is done according to a compass viewpoint information  
4 presentation paradigm.

1 20. (original) The method according to claim 14  
2 applied to a medical care provider wherein said customer  
3 is a patient and further wherein said analyzed data  
4 includes:

5 A. comparative patient level data including:

6 i. patient age data;  
7 ii. patient gender data;

8                   iii. patient functional health status data  
9                   iv. patient health screening data  
10                  v. patient family medical history data;  
11                  vi. patient medication data;  
12                  vii. patient pathophysiology data;  
13                  viii. patient health habits data;  
14                  ix. patient counseling data;  
15                  x. patient satisfaction data;  
16                  xi. patient health care access data; and  
17                  xii. patient payment capability data;

1           21. (original) The method according to claim 20  
2 wherein said assessed survey information includes:

3           A. patient viewpoint results including:

4                   i. office process viewpoints;  
5                   ii. provider care and concern viewpoints;  
6                   iii. overall visit viewpoints; and  
7                   iv. verbatim comments on processes;

8           B. functional health status results; and

9           C. fiscal performance viewpoint results.

1           22. (original) The method according to claim 21  
2 wherein said formatting said assessed survey information  
3 is done according to a compass viewpoint information  
4 presentation paradigm.

1           23. (original) A method for collecting, processing,  
2 and presenting survey information comprising the steps  
3 of:

4           I. connecting to a survey participant over an  
5 external communication system;

- 6           II.   conducting a plurality of automated surveys  
7                with survey participants, said automated  
8                surveys being conducted according to survey  
9                scripts, said survey scripts providing  
10              instructions for conducting said automated  
11              survey to collect survey data, said conducting  
12              a plurality of automated surveys with survey  
13              participants including the steps of:
- 14            A.   conducting a survey with a participant who  
15                is a customer according to customer survey  
16                scripts including scripts for obtaining  
17                survey data including customer viewpoint  
18                data;
- 19            B.   conducting a survey with a participant who  
20                is an employee according to employee  
21                survey scripts including scripts for  
22                obtaining survey data including employee  
23                viewpoint data; and
- 24            C.   conducting a survey with a participant who  
25                is a manager according to manager survey  
26                scripts including scripts for obtaining  
27                survey data including fiscal performance  
28                data;
- 29           III. generating analyzed data from said survey data,  
30                wherein said analyzed data utilizes a compass  
31                viewpoint information presentation paradigm;
- 32           IV. generating reports utilizing said survey data  
33                and said analyzed data, said reports for use by  
34                a survey consumer or for use by said survey  
35                participant;

36 V. generating assessed survey information from  
37 said survey data and said analyzed data, and  
38 VI. formatting said assessed survey information for  
39 display to a survey consumer.

1 24. (original) The method according to claim 23  
2 wherein said customer viewpoint data includes:

- 3 A. customer satisfaction data;
- 4 B. office process viewpoint data;
- 5 C. provider care and concern data; and
- 6 D. verbatim viewpoint comments;

7 and further wherein said employee viewpoint data  
8 includes:

- 9 A. job performance data including:
  - 10 i. ability to keep pace data;
  - 11 ii. opportunities to improve data;
  - 12 iii. job security data; and
  - 13 iv. performance expectations data;
- 14 B. team function data including:
  - 15 i. team communication data;
  - 16 ii. team operation data;
  - 17 iii. stress environment data;
  - 18 iv. change implementation data; and
  - 19 v. overall viewpoint data;
- 20 C. verbatim comments; and
- 21 D. employee function data;

22 and still further wherein said fiscal performance data  
23 includes:

- 24 A. staffing data;
- 25 B. compliance data;
- 26 C. encounter frequency data;
- 27 D. production data;
- 28 E. collections data
- 29 F. receipts data;
- 30 G. accounts receivable data;
- 31 H. cost data; and
- 32 I. overhead data.

1 25. (original) The method according to claim 23  
2 applied to a medical care provider, wherein said customer  
3 is a patient and further wherein said analyzed data  
4 includes:

- 5 A. comparative patient level data including:
  - 6 i. patient age data;
  - 7 ii. patient gender data;
  - 8 iii. patient functional health status data
  - 9 iv. patient health screening data
  - 10 v. patient family medical history data;
  - 11 vi. patient medication data;
  - 12 vii. patient pathophysiology data;
  - 13 viii. patient health habits data;
  - 14 ix. patient counseling data;
  - 15 x. patient satisfaction data;
  - 16 xi. patient health care access data; and
  - 17 xii. patient payment capability data.

18 26. (original) The method according to claim 23  
19 wherein said assessed survey information includes:

- 20           A.    patient viewpoint results including:
- 21                    i.    office process viewpoints;
- 22                    ii.   provider care and concern viewpoints;
- 23                    iii.   overall visit viewpoints; and
- 24                    iv.   verbatim comments on processes;
- 25           B.    functional health status results; and
- 26           C.    fiscal performance viewpoint results.

1           27. (original) The method according to claim 26  
2 applied to a medical care provider, wherein said customer  
3 is a patient and further wherein said analyzed data  
4 includes:

- 5           A.    comparative patient level data including:
- 6                    i.    patient age data;
- 7                    ii.   patient gender data;
- 8                    iii.   patient functional health status data
- 9                    iv.   patient health screening data
- 10                  v.    patient family medical history data;
- 11                  vi.    patient medication data;
- 12                  vii.   patient pathophysiology data;
- 13                  viii.   patient health habits data;
- 14                  ix.    patient counseling data;
- 15                  x.    patient satisfaction data;
- 16                  xi.    patient health care access data; and
- 17                  xii.   patient payment capability data.

1           28. (original) The method according to claim 27  
2 wherein said formatting said assessed survey information  
3 is done according to a compass viewpoint information  
4 presentation paradigm.

1           29. (currently amended) A method for collecting,  
2 processing, and presenting survey information comprising  
3 the steps of:

4           I.    connecting to a survey participant over an  
5 external communication system;

6           II.  conducting a plurality of automated surveys  
7 with survey participants, said automated  
8 surveys being conducted according to survey  
9 scripts, said survey scripts providing  
10 instructions for conducting said automated  
11 survey to collect survey data, said conducting  
12 a plurality of automated surveys with survey  
13 participants including the steps of:

14          A.   conducting a survey with a participant who  
15 is a customer according to customer survey  
16 scripts including scripts for obtaining  
17 survey data including customer viewpoint  
18 data including:

- 19               i.   customer satisfaction data;  
20               ii.  office process viewpoint data;  
21               iii. provider care and concern data; and  
22               iv.  verbatim viewpoint comments;

23          B.   conducting a survey with a participant who is  
24 an employee according to employee survey  
25 scripts including scripts for obtaining survey  
26 data including employee viewpoint data; said  
27 employee viewpoint data including:

- 28               i.   job performance data including:  
29                   ability to keep pace data;



30 opportunities to improve data;  
31 job security data; and  
32 performance expectations data;  
33 ii. team function data including:  
34 team communication data;  
35 team operation data;  
36 stress environment data;  
37 change implementation data; and  
38 overall viewpoint data;  
39 iii. verbatim comments; and  
40 iv. employee function data;  
41 and  
42 C. conducting a survey with a participant who is a  
43 manager according to manager survey scripts  
44 including scripts for obtaining survey data  
45 including fiscal performance data, said fiscal  
46 performance data includes:  
47 i. staffing data;  
48 ii. compliance data;  
49 iii. encounter frequency data;  
50 iv. production data;  
51 v. collections data  
52 vi. receipts data;  
53 vii. accounts receivable data;  
54 viii. cost data; and  
55 ix. overhead data;  
56 III. generating analyzed data from said survey data,  
57 said analyzed data including:  
58 A. comparative patient level data for storing  
59 in said clinical and pathophysiological

60 normative data repository, said  
61 comparative patient level data including:

- 62 i. patient age data;
- 63 ii. patient gender data;
- 64 iii. patient functional health status data
- 65 iv. patient health screening data
- 66 v. patient family medical history data;
- 67 vi. patient medication data;
- 68 vii. patient pathophysiology data;
- 69 viii. patient health habits data;
- 70 ix. patient counseling data;
- 71 x. patient satisfaction data;
- 72 xi. patient health care access data; and
- 73 xii. patient payment capability data;

74 B. comparative data for stored in said  
75 comparative practice data repository  
76 including comparisons to nationally  
77 accepted guidelines; and

78 C. historical comparisons based on analyzed  
79 data stored in said comparative practice  
80 data repository.

81 IV. generating reports utilizing said survey data  
82 and said analyzed data, said reports for use by  
83 a survey consumer or for use by said survey  
84 participant; and

85 V. generating assessed survey information from  
86 said survey data and said analyzed data, said  
87 assessed survey information including:

- 88 A. patient viewpoint results including:
- 89 i. office process viewpoints;

90                   ii. provider care and concern viewpoints;  
91                   iii. overall visit viewpoints; and  
92                   iv. verbatim comments on processes;  
93           B. functional health status results; and  
94           C. fiscal performance viewpoint results;  
  
95   and  
96       VI. formatting at least some portion of said  
97       assessed survey information according to a  
98       compass viewpoint information presentation  
99       paradigm for display to a survey consumer, said  
100       formatting including presentation of charts,  
101       graphs, and textual reports;[[,]] and ~~further~~  
  
102       VII. formatting at least some portion of said  
103       assessed survey information for providing  
104       survey~~feedback~~ information to the survey  
105       participant, said formatting being customized  
106       based on whether the participant is a patient,  
107       or an employee[[,]] or a manager.

1       30. (currently amended) A system for collecting,  
2   processing, and presenting survey information comprising:  
  
3       I. means for connecting to a survey participant  
4       over an external communication system;  
  
5       II. means for conducting a plurality of automated  
6       surveys with survey participants for obtaining  
7       survey data, said means for conducting a  
8       plurality of automated surveys including:  
  
9       A. means for conducting a survey with a  
10       participant who is a customer to obtain

11 survey data including customer viewpoint  
12 data;

13 B. means for conducting a survey with a  
14 participant who is an employee to obtain  
15 survey data including employee viewpoint  
16 data; and

17 C. means for conducting a survey with a  
18 participant who is a manager to obtain  
19 survey data including fiscal performance  
20 data;

21 III. means for generating analyzed data from said  
22 survey data, wherein said analyzed data  
23 utilizes a compass viewpoint information  
24 presentation paradigm;

25 IV. means for generating reports utilizing said  
26 survey data and said analyzed data, said  
27 reports for use by a survey consumer or for use  
28 by said survey participant; and

29 V. means for generating assessed survey  
30 information from said survey data and said  
31 analyzed data, and

32 VI. means for formatting at least some portion of  
33 said assessed survey information for display to  
34 a survey consumer, and further including

35 VII. means for formatting at least some portion of  
36 said assessed survey information for providing  
37 ~~feedback~~ survey information to the survey  
38 participant, said formatting being customized  
39 based on whether the participant is a patient,  
40 or an employee[[,]] or a manager.

1           31. (original) The system according to claim 30  
2 wherein said formatting said assessed survey information  
3 is done according to a compass viewpoint information  
4 presentation paradigm.

1           32. (currently amended) A system for collecting,  
2 processing, and presenting survey information comprising:

3           I. means for connecting to a survey participant  
4 over an external communication system;

5           II. means for conducting a plurality of automated  
6 surveys with survey participants, said  
7 automated surveys being conducted according to  
8 survey scripts, said survey scripts providing  
9 instructions for conducting said automated  
10 survey to collect survey data, said conducting  
11 a plurality of automated surveys with survey  
12 participants including the steps of:

13           A. means for conducting a survey with a  
14 participant who is a patient according to  
15 patient survey scripts including scripts  
16 for obtaining survey data including  
17 patient viewpoint data;

18           B. means for conducting a survey with a  
19 participant who is an employee according  
20 to employee survey scripts including  
21 scripts for obtaining survey data  
22 including employee viewpoint data; and

23           C. means for conducting a survey with a  
24 participant who is a manager according to  
25 manager survey scripts including scripts

26                   for obtaining survey data including fiscal  
27                   performance data;

28       III. means for generating analyzed data from said  
29           survey data, wherein said analyzed data  
30           utilizes a compass viewpoint information  
31           presentation paradigm;

32       IV. means for generating reports utilizing said  
33           survey data and said analyzed data, said  
34           reports for use by a survey consumer or for use  
35           by said survey participant; and

36       V. means for generating assessed survey  
37           information from said survey data and said  
38           analyzed data, and

39       VI. means for formatting at least some portion of  
40           said assessed survey information for display to  
41           a survey consumer, and further including

42       VII. means for formatting at least some portion of  
43           said assessed survey information for providing  
44           ~~feedback~~ survey information to the survey  
45           participant, said formatting being customized  
46           based on whether the participant is a patient,  
47           or an employee[[,]] or a manager.

1       33. (original) The system according to claim 32  
2       wherein said formatting said assessed survey information  
3       is done according to a compass viewpoint information  
4       presentation paradigm.

1       34 (currently amended) A method for collecting,  
2       processing, and presenting survey information comprising  
3       the steps of:

- I. connecting to a survey participant over an external communication system;
- II. conducting a plurality of automated surveys with survey participants for obtaining survey data, said conducting a plurality of automated surveys utilizing a drill-down methodology and including the steps of:
  - A. conducting a survey with a participant who is a customer to obtain survey data including customer viewpoint data; and
  - B. conducting a survey with a participant who is an employee to obtain survey data including employee viewpoint data;
- III. generating analyzed data from said survey data;
- IV. generating reports utilizing said survey data and said analyzed data, said reports for use by a survey consumer;
- V. generating assessed survey information from said survey data and said analyzed data;
- VI. formatting said assessed survey information for display to a survey consumer; and
- VII. generating, formatting, and displaying survey information~~feedback~~, utilizing historical survey data, to the survey participant during said survey, said survey information provided~~feedback formatted and displayed~~ in a customized manner based on whether the current survey participant is a customer or an employee, wherein

33        said drill-down methodology utilizes one or both of  
34        survey data already provided by the survey  
35        participant and historical survey data to  
36        determine a subsequent survey question to be  
37        asked of the current survey participant.

1        35. (new) The system of claim 1, wherein said  
2        assessed survey information is presented in real time or  
3        near real time from the collection of the survey data.

1        36. (new) The system of claim 35, wherein said  
2        assessed survey information is presented in seconds.

1        37. (new) The system of claim 12, wherein said  
2        assessed survey information is displayed in real time or  
3        near real time from the collection of the survey data.

1        38. (new) The system of claim 37, wherein said  
2        assessed survey information is displayed in seconds.

1        39. (new) The system of claim 14, wherein said  
2        reports are generated, and/or said assessed survey  
3        information is displayed, in real time or near real time  
4        from the collection of the survey data.

1        40. (new) The system of claim 39, wherein said  
2        reports are generated, and/or said assessed survey  
3        information is displayed, in seconds.

1        41. (new) The system of claim 23, wherein said  
2        reports are generated, and/or said assessed survey  
3        information is displayed, in real time or near real time  
4        from the collection of the survey data.



1        42. (new) The system of claim 41, wherein said  
2 reports are generated, and/or said assessed survey  
3 information is displayed, in seconds.

1        43. (new) The system of claim 29, wherein said  
2 reports are generated, and/or said assessed survey  
3 information is displayed, in real time or near real time  
4 from the collection of the survey data.

1        44. (new) The system of claim 43, wherein said  
2 reports are generated, and/or said assessed survey  
3 information is displayed, in seconds.

1        45. (new) The system of claim 30, wherein said  
2 reports are generated, and/or said assessed survey  
3 information is displayed, in real time or near real time  
4 from the collection of the survey data.

1        46. (new) The system of claim 45, wherein said  
2 reports are generated, and/or said assessed survey  
3 information is displayed, in seconds.

1        47. (new) The system of claim 32, wherein said  
2 reports are generated, and/or said assessed survey  
3 information is displayed, in real time or near real time  
4 from the collection of the survey data.

1        48. (new) The system of claim 57, wherein said  
2 reports are generated, and/or said assessed survey  
3 information is displayed, in seconds.

1        49. (new) The system of claim 34, wherein said  
2 assessed survey information is displayed in real time or

3 near real time from the collection of the survey data.

1 50. (new) The system of claim 49, wherein said  
2 assessed survey information is displayed in seconds.

1 51 (new) A method for collecting, processing, and  
2 presenting survey information comprising the steps of:

3 I. connecting to a survey participant over an  
4 external communication system;

5 II. conducting a plurality of automated surveys  
6 with survey participants for obtaining survey  
7 data, said conducting a plurality of automated  
8 surveys utilizing a drill-down methodology and  
9 including the steps of:

10 A. conducting a survey with a participant who  
11 is a customer to obtain survey data  
12 including customer viewpoint data; and

13 B. conducting a survey with a participant who  
14 is an employee to obtain survey data  
15 including employee viewpoint data;

16 III. In real time or near real time with respect to  
17 completing said conducting step, performing the  
18 steps of:

19 A. generating analyzed data from said survey  
20 data;

21 B. generating assessed survey information  
22 from said survey data and said analyzed  
23 data; and

24           C.     formatting said assessed survey  
25                   information and/or for generating reports  
26                   for display to a survey consumer;  
27     Wherein said drill-down methodology utilizes one or  
28           both of survey data already provided by the  
29           survey participant and historical survey data  
30           to determine a subsequent survey question to be  
31           asked of the current survey participant.